



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

# **Iowa Telecommunications & Technology Commission Grimes State Office Building, 1<sup>st</sup> Floor 400 East 14<sup>th</sup> Street, Des Moines, IA 50319 Meeting Minutes July 15, 2021**

## **FINAL**

To ensure the most efficient use of State resources, the July 15, 2021, ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting and reduced the risk of delays caused by the public health recommendation. The meeting was accessible to members of the public.

## **Roll Call:**

### **Commissioners Present**

Barb Kniff McCulla, Chair  
Bob Holz, Member  
Steve Olson, Member  
Krista Wenzel, Member  
Timothy Lapointe, Member  
John McCormally, Representing Rob Sand, Ex-Officio Member  
Matt Behrens, Representing Annette Dunn, Ex-Officio Member

### **Iowa Communications Network Staff**

Randy Goddard, Executive Director  
Deb Evans, Chief Financial Officer  
Mark Johnson, Chief Administrative Officer  
Scott Pappan, Chief Technology Officer  
Mike Cruise, Finance Bureau Manager  
Ryan Mulhall, Network Services Bureau Manager  
Stephanie DeVault, Business Services Bureau Manager  
Mike Lauer, ICN Sales Engineer  
Mark Dayton, ICN Sales Engineer  
Brian Clayton, Purchasing Agent III  
Lori Larsen, Executive Officer 2 (Recorder)

### **Guest Attendees**

Alan Nagel, Office of the Attorney General  
Maria Wagenhofer, Legislative Services Agency  
Scott Golberg, Fiber Network Services (FNS)  
Rob Smith, Fiber Network Services (FNS)  
Ray Warner, Aureon  
Dave Duncan, Iowa Communications Alliance

## **Call to Order:**

Chair Kniff McCulla called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.

## **Iowa Communications Network**

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## Approval of the June 17, 2021 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the June 17, 2021 meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Olson seconded the motion.

The motion passed unanimously.

## Old Business:

None

## New Business:

### Agency Updates

#### Finance Update – Mike Cruise

##### **June FY 2021 Budget-to-Actual Report**

###### Monthly Revenues and Expenses:

The month of June resulted in an operating margin of \$17,732 or 0.65%. This is \$186,306 unfavorable to the budget of \$204,038. The revenue budgeted for June is high based on the actual revenue from FY 2020, which caused the budgeted operating margin to be as high as it is. The revenue we had in FY 2020 was attributed to several billings related the HSEMD 911 project including billing annual maintenance for circuits and equipment and a couple large fiber projects, one being the Clear Lake police department.

Revenue for the month of June was \$269,950 unfavorable to budget, but still above the revenue we had for the month of May. Direct expenses are favorable to budget by \$92,495. Total allocated expenses were \$8,851 unfavorable to budget including positive favorability in general and administrative expenses, payroll, travel, and equipment expenditures.

###### Year-to-Date (YTD) Revenues and Expenses:

Through May the YTD operating margin is now -\$162,188 or 0.51%, which is \$1.26M favorable to the budgeted amount. Gross margin remains favorable by \$592,000.

We are in our period 13 and last fiscal year's period 13 resulted in a \$7,000 negative operating margin, and I expect this year's will be about the same. I want to express my thanks to all of ICN staff to ensure orders were entered and ready to be posted in our Finance freeze period which was the last 4-5 days of June. Important to get any billing that will result in an MRC in for the period 12 billing, so our Finance freeze has been successful the last two years

###### Comparison to June FY 2020:

The operating margin for FY 2021 is \$651,000 unfavorable to June FY 2020 for reasons just mentioned.

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### Year-to-Date Comparison to FY 2020:

The operating margin is \$688,000 favorable to FY 2020. The gross margin is unfavorable by \$232,000 and overall allocated expenses are favorable by \$92,000.

### WorkSmart/Workday

HCM (Payroll) – We have started train-the-trainer sessions which involve two ICN employees, Lori Larsen and myself. User experience testing will begin July 19 and run through August 13. End user training will begin in that timeframe also.

FIN (Financial) – Planning and agency engagement has begun. Deployment is schedule for late summer or Q3-CY 2022.

### COMMENTS

None

## Contracting Update – Deb Evans

- Regarding the Department of Corrections' (DOC) Request for Proposal (RFP), as directed by the Commission to reevaluate with a new team. A new team from DOC and ICN was created. It has been completed, and the team has approved the new scoring and mechanisms were sent to the DOC director this week. We received DOC approval. We will be awarding the RFP on July 15. There is a five-day appeal period. We have completed our task.

### COMMENTS

Chair Kniff McCulla – Five days from today's date?

Deb Evans – Five days from tomorrow.

Commissioner Lapointe – What were the changes made?

Deb Evans – We did not change the RFP, we only changed the scoring. The team tweaked the process and we followed it exactly. Last time we made some accommodations due to COVID. This time there were no accommodations, everyone scored, our AAG reviewed the process before. Brian Clayton made it very clear that these are the rules and they will be followed. Upper management at DOC was engaged. The team had the consensus scoring, which was probably the largest concern last time.

Commissioner Lapointe – Outcome was the same?

Alan Nagel – I recommend not disclosing the outcome until ICN sends out the letter.

Commissioner Lapointe – Thank you for your report. Thank you to all that were involved in the process.

## Business Services Update – Stephanie DeVault

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We had no new customers for the month.

No new waivers.

There are no updates regarding the University of Iowa's RFP for the cloud-based phone system to report.

### Healthcare

- IRHTP equipment refresh project. Plan to be completed in August.
- Internet increases include: Iowa Specialty Hospital, Lakes Regional Medical Center, Dallas County Hospital, Lucas County Health, and Boone County Hospital with the addition of DDoS security service.

### Government

- Commerce, Iowa Division of Banking, increased Internet.
- Commerce, Iowa Dept. of Commerce, added MVS.
- Department of Human Services (DHS), Independence Hospital, added MVS.
- DHS, Sioux City, added MVS.
- DHS, River Place, added MVS.
- DHS, Iowa Medicaid Enterprise (IME), added MVS.

### Public Safety

- Judicial data center project, finalizing contract details.
- HSEMD, Ethernet and FirstNet circuits, Ames Police Department, Appanoose County, Johnson County, and Story County.
- DPS, Terrace Hill, Ethernet increase.
- DPS, Post 12 Stockton, structured cabling and MVS phones.
- DOC, 5th Judicial District, Creston, new Ethernet with LEC circuit.

### Education

- Completed end of year and beginning new year orders for K-12 schools and libraries, 80 new contract agreements.
- DMACC, Transportation Center, increase Ethernet bandwidth.
- Grant Wood AEA, disaster recovery Ethernet temporary increase.
- Customer outreach regarding launch of AT&T wireless and hotspot service.

### Marketing and Communications

- Iowa State Received National Science Foundation Research Grant. ICN is a partner in the project. [ISU and partners received major National Science Foundation research grant to drive innovation in rural broadband connectivity](#)
- ICN recognized by National Governors Association: [Governors Lead On Expanding Access To Affordable Broadband for Telehealth Services](#)

### COMMENTS

None

## Network Services Updates

### Network Operations & Security Update – Ryan Mulhall

#### Network Updates

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- Approximately 85% of the equipment installs are completed. Migration of circuits continues on an on-going basis. Completed Calmar and we have moved on to Waterloo. We will begin migrating circuits by the end of this month. Targeting Independence, which is one of the last remaining sites.
- Update regarding issues within core network failover traffic. We worked quickly to replace a damaged fiber around JFHQ and Johnston that seemed to be the main trigger of the events. We escalated the logical issues with our Vendor. We did receive some configuration changes and recommendations. We implemented all of them that were non-service affecting. We had our Network Admin identify some additional issues, and he cleaned up logical circuits in a short timeframe. We will need to address the disconnect process across the entire organization. We have implemented what we can, and we do have more that will be done in change windows, which will be service affecting. We are at a much more stable point at this time. We worked to move Homeland Security traffic off the old core to the new core, to help stabilize 911 traffic. Long term fix is completing the core upgrade and work on the aggregation layer issues.
- In the final stages of setting up connections and peering for Chicago. We are waiting on the provider. Should be setup within the next couple of days, and we will then be fully operational in Chicago. We will run in parallel with Dallas for 30 days, and then turn the Dallas connection down. We will be back to two Internet POPs.
- Disaster Recovery project is moving forward again. We are waiting on the electrical contractor to perform the necessary work to accommodate the power. The storage and servers have been configured.
- We are using hardware for our aggregation replacement. We have a Juniper device in the lab ready for testing. Once ready we will be able to replace the 150 aggregation sites to help stabilize the Network.
- ICN selected Palo Alto to be the replacement platform for our State Firewall. We will start the statement of work and migration plan. First phase is to replace the current platform before December and centralize the platform into sections. We will work closely with customers and OCIO. Benefits include: greatly enhance security capabilities, add some advanced features to protect executive branch agencies, and better information sharing of security threats and issues to the OCIO and executive branch agencies. We will further segment and decentralize the shared firewall and give agencies their own firewall instance, if they want to participate. We are excited to begin this transition.
- We have a new hire starting Monday, July 19, for the firewall position.

### Network Engineering Update – Ryan Mulhall

**ATM Decommissioning:** This will ultimately lead to the sunset of our ATM platform. Ten (10) TDM devices need to be moved, which are supporting 4 T1s. We are on pace to power down the TDM equipment.

#### COMMENTS

Chair Kniff McCulla – How much ahead of schedule are we in the TDM project?

Scott Pappan – Original date was June 2022. Leads of the project include Eric Porter and Andy Ryan. It was a team involvement, along with FNS.

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### Network Outside Plant Update – Ryan Mulhall

#### Outside Plant (OSP)

Closing out FY 2021 with a record number of projects. We finished with 302 projects, which was about a 13% increase. The average project per month is increasing. We had two fiber cuts, both will be reclaimable.

#### COMMENTS

Scott Pappan - Right now the market realizes with COVID that there will be a huge spend on build-outs. We recognize that it will pick-up within the next 12-18 months.

Ray Warner – When you say Chicago, are you referring to 350 Cermak, the datacenter?

Scott Pappan – Yes, it is Equinix.

Commissioner Lapointe – Is everything good with the Tiffin site? I think previously there were some rodent cuts.

Ryan Mulhall – Yes, over in Johnston County. That was another trigger of the logical issues. We were able to fix that and fix a washout that was nearby.

### Administration & Facilities Updates

#### Facilities and TAC Update – Mark Johnson

##### TAC (Technical Assistance Center) Update

Cabling and wiring projects completed in the last month include:

- Iowa Public Broadcasting Services.
- Iowa Prison Industries.
- Department of Natural Resources/ 3<sup>rd</sup> floor, Wallace State Office Building.
- Department of Inspections and Appeals/ 4<sup>th</sup> floor, Lucas State Office Building Conference Room.
- FirstNet locations in the:
  - Audubon County Communications Center, Audubon.
  - Franklin County Sheriff's Office, Hampton.

Ongoing cabling and wiring projects include:

- Iowa Department of Agriculture - 2<sup>nd</sup> floor, Wallace State Office Building.
- Iowa Department of Public Health/ 4<sup>th</sup> and 6<sup>th</sup> floor, Lucas State Office Building.
- State Treasurer's Office/ 1st floor, Lucas State Office Building.
- We are currently developing cost estimates for MVS for the Department of Human Services out-state Child Support Recovery Unit (CSRU) locations in: Decorah, Dubuque, Waterloo, Sioux City, and Marshalltown.

ICN provided cost estimates for:

- Legislative Services Agency related to installation of cabling and cameras in the Ola Babcock Miller State Office Building.
- MVS out-state locations:

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- Department of Public Safety Post 12, Stockton.
- Department of Human Services / CSRU locations in: Davenport, Ottumwa, Burlington, and Cedar Rapids.

### **Facilities Update:**

#### Lucas Building HVAC project

- We have received a proposed preconstruction schedule for the project from DAS and will be determining how to move forward.

#### Statewide HVAC update:

- Finished installation of new HVAC units at: Sidney, Le Mars, Gilman, and Pocahontas.
- Core locations where we are planning to begin work soon to deal with critical HVAC issues include: Council Bluffs, Fort Dodge, and Denison.
- Locations where we are experiencing HVAC issues and are evaluating solutions include: Kirkwood in Cedar Rapids, St Ambrose, Maquoketa HS, Calmar, Woodlawn Elementary, and Centerville High School.
- Some additional work is being completed at DPS Headquarters and the Wallace State Office Building.

Annual maintenance has been completed on 109 generators located around the State.

### **Approval: Adoption & Publication of Administrative Rule Amendments – Mark Johnson**

Previously the Commission approved the publishing of the notice of intended action, seen the drafted rules, went through the rule process, no comments were received and rules remain unchanged.

I am asking for the Commission's final approval and adoption of our administrative rules changes as published under our notice of intended action that was previously approved by the Commission at the April 15, 2021 meeting.

Chair Kniff McCulla requested a motion to approve. Commissioner Holz moved to approve the adoption of administrative rules' changes. Commissioner Lapointe seconded the motion.

The motion passed unanimously.

## **Other Business:**

### **ITTC Committee Updates – Staff/Commission**

#### **Personnel Committee – Mark Johnson**

The Personnel Committee did not meet in July, and meetings will be transiting to an on-call basis moving forward.



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### Customer and Services Committee – Stephanie DeVault

Meeting Date: July 14, 2021.

Attendance: Commissioner Olson, Stephanie DeVault, Mark Dayton, Ryan Mulhall, and Lori Larsen.

Topics Covered:

- Services: No new services.
- New Waiver requests: No new requests.

### Finance Committee – Mike Cruise

Meeting Date: July 12, 2021.

Attendance: Commissioner Wenzel, Commissioner Holz, Brian Clayton, and Mike Cruise.

Topics Covered:

- Brian Clayton provided updates on several contracting issues.
- Review of June FY 2021 financials as presented today.

### Operations Committee – Scott Pappan

Meeting Date: July 8, 2021.

Attendance: Commissioner Lapointe, Commissioner Wenzel, Scott Pappan, and Ryan Mulhall.

Topics Covered:

- Network events and fixes provided by vendors, with an overview of changes and timelines.
- Discussed firewall upgrade.
- Decentralization of the firewall to virtualized platform.

### Public Comment:

None

### Adjournment:

The ITTC meeting adjourned at 11:02 AM.

### ATTESTED TO:

*Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission*